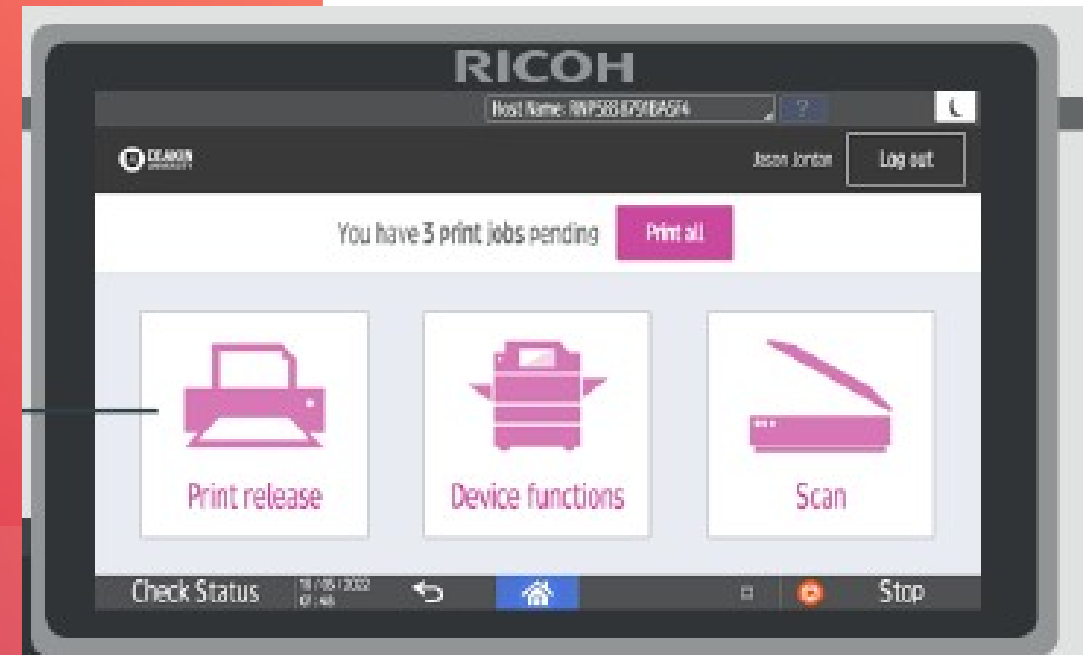


# HOW TO CANCEL A STUCK PRINT JOB ON RICOH PRINTER?

DIAL TOLL-FREE

1-855-233-5515



# HOW TO CANCEL A STUCK PRINT JOB ON RICOH PRINTER ?

Cancelling a stuck print job on a Ricoh printer can be frustrating, but with the right steps, you can resolve the issue and get your printer back to normal operation. Follow the detailed instructions below to effectively cancel a stuck print job on a Ricoh printer.

## **Step 1: Identify the Stuck Print Job**

Before taking any action, identify the print job that is causing the problem. Look at the printer's display panel or your computer's print queue to locate the stuck print job. Make a note of the job's details, such as the document name, number of pages, and any other relevant information.

## **Step 2: Pause the Print Queue**

To prevent the stuck print job from causing further issues, pause the print queue. This will temporarily stop all print jobs from being processed. Follow these steps:

1. On your computer, open the Control Panel (Windows) or System Preferences (Mac).
2. Navigate to Devices and Printers (Windows) or Printers & Scanners (Mac).
3. Find your Ricoh printer in the list of available devices and right-click (Windows) or Control-click (Mac) on it.
4. Select "See what's printing" (Windows) or "Open Print Queue" (Mac) from the context menu.
5. In the print queue window, locate the stuck print job and click on it to select it.
6. In the top menu (Windows) or toolbar (Mac) of the print queue window, find the option to pause or hold the print queue. Click on it to pause all print jobs.

### **Step 3: Clear the Stuck Print Job**

Now that the print queue is paused, you can proceed to clear the stuck print job. Follow these steps:

1. Still in the print queue window, select the stuck print job.
2. Look for an option to cancel or delete the print job. Click on it to remove the stuck job from the queue.

### **Step 4: Restart the Printer**

After clearing the stuck print job, it's a good idea to restart your Ricoh printer. This can help clear any temporary glitches and ensure that the printer is ready to accept new print jobs. Follow these steps:

3. Turn off the Ricoh printer and unplug it from the power source.
4. Wait for about 30 seconds to a minute to allow any residual power to dissipate.
5. Plug the printer back in and turn it on.
6. Allow the printer to fully initialize and become ready.

### **Step 5: Resume Print Queue**

With the printer restarted and the stuck print job cleared, you can now resume the print queue to allow new print jobs to be processed. Follow these steps:

1. Go back to the print queue window on your computer.
2. Find the option to resume or release the print queue. Click on it to start processing print jobs again.



### **Step 6: Reprint if Necessary**

If the print job you cancelled was important, you'll need to reprint it. Open the document you want to print and send it to the Ricoh printer as you normally would.

### **Step 7: Preventing Future Print Job Issues** To avoid similar issues in the future, consider the following tips:

3. Regularly update your printer's firmware and drivers to ensure compatibility with your operating system and to fix any known issues.
4. Avoid overloading the printer with too many print jobs at once, as this can lead to processing delays and potential print job conflicts.
5. Use high-quality paper and ensure the paper is properly loaded in the paper tray to prevent paper jams and other print job interruptions.
6. Clear the printer's memory regularly, especially if you notice it becoming slow or unresponsive.